

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Alleman)
Serial No.: 08/798,115)
Filed: 02/12/97)
Title: Interactive Telephone System)
for Optimizing Service Economy)

Examiner: Matar
Group Art Unit: 2601
DECLARATION OF ALLEMAN
UNDER 37 C.F.R. § 1.132

RECEIVED

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R. Ilog
11-18-97

Hon. Commissioner of Patents and Trademarks
Washington, D.C. 20231

James H. Alleman, under penalty of perjury, declares:

1. I am the inventor of the above identified patent application. I submit this declaration in response to the Official Action of October 9, 1997, Paper No. 16.
2. The present invention relates to the basic international callback system. This term was not in existence when I made my invention, but it is now widely recognized as the term for what I invented.
3. I am familiar with the company known as IDT. From an early description of its service, it appears that IDT did not use the concept of direct inward dial when it began its business. Its subscriber application shows that its clients sign up for a business line provided by a traditional international telephone carrier such as AT&T or MCI. IDT was merely the client's agent. IDT added for the lease of its device and the service it

CERTIFICATE OF MAILING (37 C.F.R. § 1.8(A))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner of Patents and Trademarks, Washington, D.C. 20231.

BRYAN, HINSHAW, COHEN & BARNET

Dated:

By:

provided. On information and belief, IDT did not use the invention of the present application in 1990 and 1991, and perhaps later. Articles about IDT do not describe the present invention.

4. At page 3 of the Official Action, claims 1-3 were rejected as anticipated by Kahn. As amended, the claims differ from Kahn by automating the callback process. The Examiner has acknowledged that Kahn does not automatically call back. Automatic callback by direct inward dialing for international calls is not obvious in view of Kahn, as suggested on page 4 of the Action. Kahn, patented in 1977, was thirteen years before I made the present invention. Based on the fact that thirteen years elapsed before I made the present invention, I believe it was not obvious. I was not aware of the Kahn patent when I made the invention, but international callback using DID was not obvious to me at the time my invention was made. The fact that 13 years elapsed between the issuance of the Kahn patent and my invention is some evidence of a long felt need.

5. At page 4 of the Action, reference is made to the patent to Billinger, which uses ANI. The amended claims are intended to exclude ANI, because that feature is available only in the United States, and is not available in many foreign countries. ANI is not a practical basis for international callback. Moreover, this feature has only recently been available to end-users. ANI has nothing to do with international callback.

6. At page 15 of the Action, my prior declaration is criticized because the application to the Federal Communications Commission does not use the words "call-back," although it does use the words "between the U.S. and various overseas points." The FCC permit was required for me to reduce my invention to practice. I am positive that I had in mind international callback when I applied to the FCC. The invention of "callback" was

clearly in mind, even though the FCC was not told what the invention was. The PTO, not the FCC, passes judgment on inventions.

no 131

7. From my limited knowledge of IDT, it did not use the present invention before June 27, 1990, and there is absolutely no evidence that it did. The evidence the Examiner cites to support the statement that "the IDT machine is prior art" (page 17) all have effective dates long after June 27, 1990. More importantly, none of them show the use of the claimed invention before the effective date of the references. When IDT began, I believe, it had a callback device without DID, so the cost of using it was prohibitive. I had a similar product in 1989 that cost approximately \$1,000 for each device. I had the idea to use DID before I applied to the FCC in 1990, because it was the key to low-cost international callback. It was several years later that IDT came to use the invention of the present claims. I believe the present invention was not used by IDT in 1990. ?

no 131

8. Because Exhibit B includes no reference with an effective date before June 27, 1990, Exhibit B cannot be combined with any of the patents listed in page 7. The Kahn patent of 1977 has been discussed above. The Curtin patent cited on page 7 does not automate the call back to the caller, just as Kahn does not. Combined, the two simply do not add up to basic international callback, the subject matter of this application.

9. The articles in Exhibit B do not show the level of skill in the art on June 27, 1990. Footnote 2 on page 8 is mistaken in stating that any of the articles is "about the date of the invention." Every one of them is years later. ?

10. The fact that Curtin shows how to "identify the calling party" (page 9) does not show how to automate a callback in the Kahn system. Even if Curtin shows how to identify the calling party without having to manually dial in an authorization code, as the

Examiner argues, it is a leap to say "the system would have to call him back" and "obviously, the subscriber is expected to let the system ring for a short period of time and then hang up" (page 10). That leap is not obvious, and no reference cited shows the step of automatic callback. It is hindsight reconstruction of the invention from Kahn and Curtin, neither of which teaches automatic callback.

11. The IDT system did not have the elements of the claimed invention, and the articles in the *New York Times* and *Business Week* (page 11-12) do not show the elements. At the interview on November 4, 1997, Examiner Matar stated that the fact that applicant refers to the *New York Times* article at page 4 of the specifications, lines 9-24, constitutes an admission that the IDT had a call-back system using Direct Inward Dialing (DID). That is not true. The sentence at lines 14-16 of the specifications states that the IDT system "suffers the disadvantage of requiring input telephone trunks dedicated to specific users with one trunk for each user." That is not DID. On the contrary, IDT is like my own prior work, where I used dedicated lines for call-back in a system that was not economically feasible. The invention is the use of DID in international callback, and IDT did not use that at the time of the *New York Times* article. The Examiner cannot read the word "dedicated" as meaning DID, either inherently or other wise, because it is a different system. Riskin

12. The articles in Exhibit B are evidence of the great commercial success of the present invention. The Callback book quoted on pages 18 and 19 actually supports my claim of commercial success, since it states that IDT "years later in 1991 and 1992... automated the process," so that it would work "without human intervention" (page 19). It is the automation provided by my invention that made basic international callback the

huge success that it has become. The commercial success is not attributable to advertising or "an unclaimed invention" (page 20). It is attributable primarily to my invention. There are add-ons provided by others, but there can be no doubt that basic callback is the foundation for the industry success.

13. Applicant's assignee is a small company that does "not even appear in Teleconnect Magazine" (page 20). That is because applicant has been denied patent protection for his invention for many years. The Petition to Make Special in this case was granted because there are so many infringers in the marketplace that are larger than applicant's assignee. It is improper to deny that the invention has commercial success simply because others have used the invention successfully without license from the assignee. The industry uses the claimed invention, even though the market share of applicant's assignee is only a fraction of that industry. The commercial success is not because of "pre-paid cellular service," "callback initiated via the web," etc. (page 20). The add-ons are marginal extras to the basic callback of the present invention. Those providing the "bells and whistles" to basic call back are still using the present invention. A patent should be issued for the invention so that I can receive license fees from the many who use my invention.

14. Further evidence of the commercial success of the invention is available from the Worldwide Web. I have included several entries for international callback that show the enormous growth and commercial success of my invention. They are:

(a) Kallback[®], the *original international call re-originating* service, provides international telephone service at a discount up to 85% or more in comparison to the rates of hotels, local PTT's, and U.S. calling card services. Since its inception in late 1991, Kallback has grown at a rate of over *15% per month and serves 90,000 customers in 220 countries*. [emphasis added] Heralded by the international media for the unsurpassed clarity and reliability of its

digital network and fiber-optic lines, Kallback offers premier telecommunications services and the support of a 24-hour customer service staff at unbeatable rates.

Kallback®

417 2nd Ave. West - Seattle, WA - 98119

Tel: 1.206.286.5200 -- Toll US: 1.800.959.5255 -- Fax: 1.206.282.6666

<http://www.kallback.com/home.html>

(b) Kallback: The Birth of an Industry

In October 1992, Joel Eisenberg checked out of a London hotel, frustrated that his telephone charges exceeded the room bill - and the room charge was already quite high. Mr. Eisenberg, however, was the wrong man to aggravate. Ever since, he's been wreaking havoc with hotels, local PTT's, and telecommunication monopolies around the world. He created Kallback.

Kallback is based on the simple proposition that has long been known to itinerant Americans: it is cheaper to call from the United States than from anywhere else. To take advantage of this, savvy Americans traveling overseas would place a collect call to their family in the U.S. who would decline the call. This would be a prompt for the family to return the call - thereby taking advantage of low U.S. rates. Kallback has simply automated and economized this process.

Kallback provides you with a personal trigger number in the United States: simply dial the number, let it ring once, and hang up. The Kallback computer system recognizes the number and immediately calls you back, providing you with a U.S. phone line - and rates that are lower than even U.S. companies charge.

Kallback is the original call re-origination company, and the only one with registered service marks for the names "Kallback" and "Callback." Kallback has since spawned an international industry of more than a hundred companies vying to match Kallback's low international telephone rates and highly responsive 24-hour customer service. [emphasis added] It is estimated that the entire call re-origination industry could surpass **\$1 billion in 1996**. [emphasis added]

http://www.kallback.com/about_kallback/story.html

(c) Basic Procedure

Each Kallback customer is given a personal trigger number that is used to initiate a Kallback session. Dial the number, let it ring once, then hang-up you are not charged for the incomplete call. The Kallback computer system identifies the number and immediately returns the call. The computer will say "Enter the call you wish to dial now" and you may then place as many calls as you wish during a single Kallback session. If necessary, the computer may be programmed to ask for a customer by name and extension number - a feature that is of particular usefulness to hotel guests.

http://www.kallback.com/about_kallback/basic_serv.html

(d) USA Global Link

- * Serves 200 countries and territories
- * 5000 representatives in 120 countries
- * More than 100,000 customers
- * Processes 200 million minutes of international calls per year
- * 1996 revenues--\$250 million

The callback craze

Since these fundamental rulings, the callback momentum is unstoppable. Subsequent findings by the FCC continued to give the industry a green light, and it has been accelerating ever since. **The number of callback companies has skyrocketed from just a handful 10 years ago to more than 200 today. The combined market share of Global Link and rival callback company Telegroup is about 50%. [emphasis added]**

...

To date, any efforts to stem the callback tide have been unsuccessful. The number of callback companies proliferated with the lure of big money and profit margins that, in the early days, were nearly double that of conventional long-distance service.

"There's no way those growth rates will continue. They were exponential," McCarthy explains. "The [number of] countries in which you can play that arbitrage game [is] shrinking. So, callback companies are transforming themselves. The industry is not going to go away, but it's not going to be what it was. A lot of the major callback companies are moving into enhanced services. They're expanding and becoming more of an integrated service provider by offering more calling cards, billing management and just more perks."

...

Despite attempts to block calls or avert traffic, PTTs could not stop this segment of the \$50 billion international calling industry. And as always, the cost saving options prevailed in the court of public opinion.

...

If recent history is any indication, plenty of traffic will ride that backbone. Global Link's sales revenues jumped from \$176 million in 1995 to an estimated \$250 million in 1996. As the man who set records for the fewest number of losing days on the Chicago trading floor, Hartnett is not about to let past threats stand in the way of striking up ventures with PTTs.

...

Pat Blake is a freelance writer based in Cedar Rapids, Iowa. Her e-mail address is

<http://www.usagl.com/internetworkpress/kingofcallbacks.html>

(e) USA Global Link, Inc.

The world's largest provider of
discount international
telecommunications services

Corporate Profile

USA Global Link, Inc. is a pioneer in the provisioning of advanced telecom services to customers on a global basis. The company's programs allow international clients to bypass the expensive rates charged by most national telephone monopolies and make international calls at the most favorable U.S. business rates. In the United States, USA Global Link offers discounts on long distance service substantially greater than those offered by the "Big Three"—AT&T, MCI, and Sprint. USA Global Link also offers international virtual private network services, wholesale carrier services, Internet access, and a variety of value-added services, including international and domestic teleconferencing services, prepaid calling cards and travel cards.

USA Global Link has a strong foothold in both the U.S. and international markets. With an independent sales force of more than 5,000 representatives and offices in over 120 countries worldwide, USA Global Link serves customers in more than 200 nations and territories.

USA Global Link, Inc. is a Delaware corporation headquartered in the United States. Primary shareholders are Overseas Asia Communications, L.P. of Calumet City, Illinois, and USA Link, Inc.

...
USA Global Link's clients include, among others: BASF, United Parcel Service, Delta Airlines, Dupont De Nemours, IBM, Arthur Andersen, Chase Manhattan Bank, Colgate-Palmolive, Dunlop, Hyatt Hotels, Lehman Brothers, Levi Strauss, Procter & Gamble, Lloyds Bank, the National Bank of Canada, Credit Commercial, Societe Generale, Air France, Airbus Industries, Banque Francaise, Banque Nationale de Paris, Credit Lyonnais, Grundig, Hoechst, Sandoz, Commerzbank, Ing Insurance, Siemens, Westdeutsche Landesbank, National Commercial Bank, Fuji Bank International, Mitsubishi

Chemical, Mitsubishi Heavy Industry, Seiko, the United Nations, the United States government, and numerous national embassies and consulates worldwide.

<http://www.usagl.com/ourcompany/profile.html>

- (f) Callback Finds World Partner
 By Karen Lynch
 Communications Week -- International
 December 12, 1994

The World Trade Center Association will begin next month to promote callback services to the 300,000 companies that belong to World Trade Centers in 86 nations outside the United States.

The promotional campaign is based on an arrangement between the WTCA and Fairfield, Iowa-based USA Global Link, one of the largest callback operators.

The program may lend new legitimacy to callback operators, which have irritated established telephone companies by providing international calling at discounts of up to 70 percent. In a callback service, the direction of the call is reversed and the caller gets dial tone from the United States, benefiting from lower U.S. outgoing telephone tariffs.

"This is one of the first times callback has received real wide-spread backing by an industry group, but I think you're going to see a heck of a lot more of it," said Daniel Briere, president of TeleChoice Inc., a consultancy in Verona, New Jersey.

...

But callback operators say they can adapt delivery mechanisms to get around obstacles.

Global Link's customers include National Bank of Canada, Air France, Airbus Industrie, Banque Nationale de Paris, CARE International, Commerzbank, Daewoo, Fuji, Interpol, Kobe Steel, Mitsubishi, Mitsui, Siemens, Singapore International Airlines, the United Nations and the U.S. government.

For most large corporations, the decision to use callback is taken by individual branch offices in countries where the cost of calling is high, according to callback service providers. Many corporations have their own networks or private virtual networks among main offices and use callback primarily for contact with their smaller offices, in-country representatives and more remote sites.

"As people start getting more familiar with callback, it becomes an acceptable business practice," Briere said. "I don't think we're there yet, but there is enough knowledge of it that it's no longer a blip on

the landscape." **TeleChoice values the 1994 callback market at \$310 million.** [emphasis added]

http://www.usagl.com/press/cwi1_12_94.htm

(g) Justice is our idea as much as our name. We started in 1993 as an alternative to monopolistic phone companies that were drastically overcharging their customers. Our proposition was, and still is simple: provide quality phone service at a low cost. Some people thought we were saviors, others were surprised by our gall. Regardless, we stuck by our basic belief: that in this age of information, the opportunity to communicate on the telephone internationally should be treated as a right, not a privilege. We were determined to give that opportunity to more people, and we have.

<http://www.justicecorp.com/docs/story.html>

(h) Why Use Call-Back?

When you pick up the phone and dial a number, you rarely think about how that call reaches your desired party. When you dial the number, your local phone company then sends the call over its network and charges you for the privilege. If you live in a country that is dominated by one large telecommunications company (PTT), chances are that you are being severely overcharged when you make international phone calls. Over time, that amounts to a lot of money. Justice Technology offers you an alternative to your high-quality PTT. We provide the highest quality service for your phone or fax at savings of up to 70%!*

How to Use Call-Back

A businesswoman in Germany wants to call a client in Brazil. As a Justice member, she has an exclusive US phone number that acts as her private access code. After she calls her US number and hangs up, the Justice computer calls her back immediately with a US dial tone. The call-back can be completed either manually or automatically. She can then call her client, and save substantially.

...

What Justice offers (also see Programs)

Justice provides three call-back options:

Immediate Service: Call your US access number and hang up after one ring. Our computer will call you right back with a US based dial tone. ...

<http://www.justicecorp.com/docs/callback.html#70percent>

(i) For Immediate Release

6700 Centinela Avenue
Culver City CA 90230
Phone: (310) 526-2000
Fax: (310) 526-2100

Justice Ranked #1 Fastest Growing Telecom Company in CA

Los Angeles CA, August 1 1997: Justice Technology was recently **ranked the #1 fastest growing telecom company in California**. [emphasis added] The study, conducted by Deloitte and Touche, derived the rankings based on growth and job creation. Justice edged out companies such as Cellular One, XLAN Corporation, and RMS

Technologies to garner the top spot.

The key to Justice's growth has been an aggressive approach to the world telecom market. Opening its doors in 1992, **Justice found its niche as a callback carrier**, leveraging the inefficiencies of the monopolistic telecom companies that dominated most countries. [emphasis added] In essence, Justice rented lines from large carriers, and resold them at discounted rates. Callback allowed Justice and others to become phone companies without owning switches or networks....

http://www.justicecorp.com/docs/news/pr_8_1_97.html

(j) **Compass International**

Compass is a US based long distance carrier and a wholesale service provider to the long distance industry. Already providing services to clients in over 150 countries, Compass is **experiencing dramatic growth** with the quality and pricing of its Compass International callback service. [emphasis added]

Source: <http://www.tiac.net/users/mdud/about.html>

(k) Compass International callback provides high quality international long distance calling from locations outside of the United States. Our service is used in 150 Country's Worldwide!

<http://www.tiac.net/users/mdud/index.html>

(l) Compass is a US based long distance carrier and a wholesale service provider to the long distance industry. Already providing services to clients in over 150 countries, Compass is experiencing dramatic growth with the quality and pricing of its Compass International callback service.

Compass' mission is to provide this outstanding quality and reliability, in both our product range and in our dealing with those we serve. Compass callback offers the most innovative communications technology available. Our service allows businesses and individuals to enjoy services and prices never before seen in their country. Our all digital network ensures that our clients have the best transmission quality available for their voice, fax, and data.

Compass provides its service over a synchronous broad-band network in partnership with major international carriers. Built on a fiber backbone with dedicated circuits connecting to our switching center, this network enables us to provide the highest quality local and international service available in the world. To stay at the forefront of technology, and to ensure

we are always able to meet our customers needs, Compass has developed and builds its own switching systems. Utilizing the very latest digital technology, Compass has developed an extremely fast and user friendly system which is constantly being enhanced to provide additional services for our customers.

Compass was incorporated as a separate entity in July 1991, bringing together a long history in telecommunications and data management and welding together the activities and expertise of its major shareholders. These companies provided computer time share facilities over a communications network in the Eastern United States, as well as hardware and software development and consulting in telecommunications. The associations began in 1976 when Southern Management, one of the largest privately held conglomerates in Eastern United States, owned by David Veltman, established a direct link with the service bureau. Southern Management's communities are now so large and diverse that they run their own telephone company in several parts of the country. Compass, backed by David Veltman, with net assets in excess of \$42,000,000.00 and the experience of its shareholders and partners is ideally situated to handle the growth and diversity that is characteristic of the telecommunications industry.

With the implementation of its own switching, Compass has grown to be a wholesale service provider to the telecommunications industry. Tariffed by the FCC (Federal Communications Commission) for national and international service and licensed in all 50 States, we offer a range of interactive voice response services, international and domestic long distance, travel card services, and managed operator service programs to the hospitality industry.

Compass is a wholly owned unit of Telecommunications Service Center, Inc.

Source: <http://www.tiac.net/users/mdud/about.html>

(m) Standard callback (Immediate callback)

1. Dial your personal Compass access number.
2. Wait To hear a loud tone, hang up the phone immediately.
3. When you receive the callback, speak, and when you hear "Please enter your destination number."
4. a) If you are making a call to the USA, Caribbean, Hawaii or Alaska:
Dial the area code, plus the local number you want followed by the # key (No international access codes)
b) If you are making a call outside North America:
Dial 011 + Country Code, City Code and Number you want to call followed by the # key.
5. The computer will say, "Your call is being processed please hold".

Source: <http://www.tiac.net/users/mdud/index.html>

(n) GLOBAL CALLBACK COMMUNICATIONS, Inc.
1450 Sutter Street, Number 123, San Francisco, California 94109, U.S.A.
Telephone/Fax: (510) 337-9171

INTRODUCTION:

Our Services: We specialize in the international call re-origination service, providing international telephone service at a discount of up to 45% or more in comparison to the rates of hotels, local telephone companies, and U.S. calling card services such as MCI, Sprint, etc.. We use only the best equipment and cable for international media for the unsurpassed clarity and reliability of its digital network and fiber-optic lines. You will be satisfied!.

....

Through our carriers, GCC gives your company:

Competitive international calling rates between over 200 countries worldwide.

\$10.00 US minimum per line, simple one-page contract, no restrictions on time of day.

Six-second billing increments for even bigger savings, 30 seconds minimum.

Individual user friendly bills and reports. Your long distance usage is charged to a credit card and the usage is charged weekly (there are several options for charging your long distance expenses that could be tailored to your personal needs).

FREE - No Surcharge Calling Cards - @ very competitive rates in 6-second increments.

There is no need to "change" long distance services! Our system will work in a seamless way with your present system.

NO SIGN-UP FEES, no long term contracts to sign!. A one page, simple sign-up contract and credit approval of your projected long distance monthly usage is all that is needed to begin using our services.

Source: <http://www.best.com/~dribanez/callback.htm>

(o) World Link uses a computer call re-origination system that lets you CALL TO AND FROM ANYWHERE IN THE WORLD as if you were calling from the USA, so you can get the lowest international rates available. Featured on CNN HEADLINE NEWS and in numerous publications, **World Link is one of the fastest growing companies** of its kind and number one in Japan. Here are a few reasons why World Link is number one in Japan, and why many

people have switched to us from other companies and have told us how much better our system is:

(p) **Tele-Discount International**

<http://www.nlink.com.br/~arka/callback.html>

What is our Callback service and how does it work:

The Call Back service enables customers to telephone internationally at very low prices - up to 75% lower than the price of the local phone company. Your customer fills in the application form and sends it to you. You fax it to our computer centre in the USA and receive the next day customers' access number. You contact customer and you inform him of his access number. From this moment customer can use our system as follows:

1. Customer dials his access number, lets it ring once and hangs up. No connection is made so there is no charge from local telephone company.
2. Computer centre calls him back within 5 seconds. Customer picks up the phone and dials, using our low tariffs. This is an incoming call so, again, no charge from local telephone company.

<http://members.tripod.com/~arka/main.htm?>

How does the Call Back system work?

The Call Back system works by using two simple steps:

1. Dial your USA access number. Let it ring once, then hang up. Wait a few seconds for the Call Back.
2. Enter the number you wish to call.
3. For U.S. calls dial: 1 + area code + phone number

For calls outside the U.S., dial 011 + country code + city code + phone number

Press "#" if you would like to place another call.

To disconnect the call immediately, press "**".

<http://members.tripod.com/~arka/faq.html>

(q) **INTERNATIONAL CALLBACK
AUTODIALER OVERVIEW**

This is an overview of the basic operation of an international callback (autodialer). The international callback autodialer (autodialer) - also referred to as a store and forward dialer, call controller, callback dialer, etc.- automates the process of callback for the end user. ***(callback typically involves dialing a DID, hanging up, receiving the callback, dialing the destination number, and, if necessary, converting pulse dialing to tone dialing).*** [emphasis

added] The autodialer is located on the user's premises, directly between the user's telephone, facsimile machine of PABX and the PTT public switched network.

The primary purpose of the autodialer is to render callback transparent to the user. With an autodialer international callback becomes more convenient for the user, in addition to its utility as a lower cost alternative to the PTT.

<http://www.hooked.net/callbackinfo/overview.html>

(r) **Global Link Communications Inc.**

The Highest Quality International
Call Back service for 50-75% less!

Welcome, from Global Link.

Please take a moment to browse this service. This home page will allow you to interact with our site, giving you all of the information you need regarding International Call Back.

<http://www.efn.org/~callback/>

(s) **LDComm - Long Distance**
Communications

High Quality Domestic and International Phone
Service

Like you, we receive several calls a month from long distance carriers like ATT, MCI, Sprint, and others who want our business. We buy their highest quality phone services in bulk at very low rates, and resell their high quality phone services to you at much lower costs than you could get if you went yourself to the major long distance carriers.

We have helped over 5,000 companies and individuals save money on their long distance service. Their overall average of savings is 40%. We will offer you service with the same carriers that more than half the Fortune 500 companies depend on for their telecommunications needs.

...

International Calls Originating from Outside the
USA. Check out a wider list of rates (Only if your browser supports tables)

<http://www.webcom.com/%7Edml/phone/ldcomm.html>

(t) **Tele-Discount International**
TELE-DISCOUNT CALLBACK ! THE
BEST CHOICE FOR CLIENTS AND

FOR AGENTS

CLIENT

You can save up to 80 % by using Tele-Discount
International Callback System

Immediate Callback

Competitive [sic] rates

Easy to use callback system

Multi-lingual voice prompt instructions

Detailed Billing

<http://www.nlink.com.br/~arka/callback.html>

(u) What is our Callback service and how does it work:

The Call Back service enables customers to telephone internationally at very low prices - up to 75% lower than the price of the local phone company. Your customer fills in the application form and sends it to you. You fax it to our computer centre in the USA and receive the next day customers' access number. You contact customer and you inform him of his access number. From this moment customer can use our system as follows:

1. Customer dials his access number, lets it ring once and hangs up. No connection is made so there is no charge from local telephone company.
2. Computer centre calls him back within 5 seconds. Customer picks up the phone and dials, using our low tariffs. This is an incoming call so, again, no charge from local telephone company.

<http://members.tripod.com/~arka/main.htm?>

(v) How does the Call Back system work?

The Call Back system works by using two simple steps:

1. Dial your USA access number. Let it ring once, then hang up. Wait a few seconds for the Call Back.
2. Enter the number you wish to call.
3. For U.S. calls dial: 1 + area code + phone number

For calls outside the U.S., dial 011 + country code + city code + phone number


Press "#" if you would like to place another call.

To disconnect the call immediately, press "**".

<http://members.tripod.com/~arka/faq.html>

I declare that all statements made on my own knowledge herein are true, and all statements made on information and belief are believed to be true, and I have been warned that willful false statements and the like are punishable by fine or imprisonment or both (18 U.S.C. 1001) and may jeopardize the validity of the application or any patent issuing thereon.

Dated: 11 November 1997



James H. Alleman